WEEK 3 UNDERSTANDING DOCUMENT

1. Services of ServiceNow
- **ITSM**: Simplifies IT support by managing issues, changes, and requests efficiently.
- **HRM**: Automates HR tasks like onboarding and employee support for a smoother experience.
- **GRC**: Helps manage risks, ensure compliance, and meet regulations.
- **Integrations**: Connects ServiceNow with other systems to improve workflows and data sharing.
- **ITAM**: Tracks and manages IT assets to reduce costs and ensure proper usage.
- **Finance Operations Management**: Automates finance processes like billing and procurement for better efficiency.
- **ITBM**: Aligns IT projects with business goals and improves resource planning and performance tracking.

2. UI Overview
- **Application Navigator**: A left-hand menu that provides access to all available applications and modules, organized by categories.
- **Banner Frame**: Located at the top, it includes key features like global search, user profile, settings, notifications, and help options.
- **Content Frame**: The main display area where forms, lists, and dashboards appear based on user selection.
- **Lists**: Display records in a table format, allowing filtering, sorting, and editing of data.
- **Forms**: Used to view or input details of individual records, such as incidents or tasks.
- **Service Catalog**: Provides an interface for users to request services or products, presented in a user-friendly, shopping-style format.
- **Dashboards**: Visual displays of real-time data using widgets, charts, and reports for monitoring performance and KPIs.
- **Contextual Menus**: Offer quick access to actions like editing, deleting, or assigning tasks related to specific records.
- **Favorites and History**: Easy access to frequently used applications and previously visited pages.

3. Components
- **Applications**: Pre-built modules like ITSM, HR, and GRC for different business needs.
- **Now Platform**: Core platform supporting automation, data management, and integration.

- **User Interface (UI)**: Front-end experience for navigating forms, lists, and dashboards.
- **Service Catalog**: User-friendly catalog for requesting services or products.
- **Knowledge Base**: Central repository for articles, FAQs, and documentation.
- **Workflow Engine**: Automates tasks, approvals, and processes.
- **Integration Hub**: Connects with third-party systems to extend functionality.
- **Reporting and Dashboards**: Real-time data visualization for monitoring and analysis.
- **CMDB**: Stores IT asset information and relationships for infrastructure management.
- **Roles and Permissions**: Controls user access and authorizations.
- **Developer Tools**: Low-code/no-code tools for building custom apps and workflows.

4. Modules
- **Incident Management**: Tracks and resolves IT issues quickly.
- **Problem Management**: Identifies and addresses the root causes of incidents.
- **Change Management**: Controls and tracks changes in the IT environment.
- **Asset Management**: Manages the lifecycle of IT assets and resources.
- **Request Management**: Handles service requests and automates approvals.
- **Service Catalog**: Allows users to request IT services and products.
- **Knowledge Management**: Stores articles and guides for self-service support.
- **Configuration Management (CMDB)**: Manages IT infrastructure data and relationships.
- **HR Service Delivery**: Automates HR processes like onboarding and case management.
- **Customer Service Management**: Manages customer interactions and case resolutions.
- **Project Portfolio Management (PPM)**: Tracks and manages IT and business projects.
- **Governance, Risk, and Compliance (GRC)**: Helps manage risks, compliance, and policies.
- **Security Incident Response**: Automates responses to security threats and vulnerabilities.
- **Field Service Management**: Optimizes scheduling and management of field tasks.

5. Servicenow Architecture
User Interface Layer:
- Provides users with access to applications via web browsers and mobile apps.
- Components include dashboards, forms, lists, service catalogs, and self-service portals.

Application Layer:
- Contains pre-built applications and modules such as ITSM, HR, GRC, and custom apps.
- Built using the Now Platform's low-code/no-code development tools for rapid deployment.

Service Layer:
- Handles business logic, workflows, and automation.
- Uses the Workflow Engine to manage tasks, approvals, notifications, and escalations.

Integration Layer:
- Facilitates seamless data exchange with external systems via Integration Hub and APIs.
- Supports REST, SOAP, JDBC, and other protocols for third-party system integration.

Data Layer:
- Stores all platform data, including records, logs, and configurations.
- The Configuration Management Database (CMDB) is part of this layer, managing IT assets and relationships.
- Uses multi-tenant architecture for data segregation.

Security Layer:
- Ensures data protection with built-in role-based access control (RBAC), encryption, and compliance tools.
- Security Operations modules help detect and respond to threats.

Cloud Infrastructure Layer:
- ServiceNow runs on a cloud infrastructure that provides high availability, scalability, and disaster recovery.
- Supports global data centers with regional redundancy and disaster recovery options.

6. Catalogue
- **Service Requests**: Users can request IT services, hardware, or other business services.
- **User-Friendly**: Organized like an online store for easy browsing and ordering.
- **Automation**: Automates approvals, notifications, and workflows.
- **Customization**: Tailored to specific organizational needs and services.
- **Self-Service**: Allows users to handle common requests independently.